

Risk Register

Risk Category	Risk Description	Current Risk Rating	Comments	Mitigants	Risk owner
Operational Risk	<p>Failure to attract appropriately qualified GPs to the practice.</p> <p>In addition, we will need to move the trading entity into UNE Life Pty Ltd. A query with AGPAL re. a timeline for this transition required as we need to know how long it would take for the AGPAL accreditation for the centre to be moved across to UNE Life Pty Ltd from UNE.</p>	Medium	<p>The practice needs to engage GPs to be able to offer the service to patients. There is a risk that the practice may not be able to attract these professional staff members to a rural and regional city. Re engaging GPs on an employment basis (rather than a contract basis) may have implications regarding the continuing practice accreditation.</p> <p>AGPAL have stated that the transfer of accreditation will take ~60 days.</p>	<p>To Date we have recruited 3 additional GPs and offered the existing contracted GP employment, which he has accepted. Therefore, we have currently 4 GPs employed.</p> <p>Benchmarking and research have been carried out on the remuneration for General Practitioners. UNE Life's remuneration package for the General Practitioners is well above the current award rates. The Medical Practitioners Award 2020 will not apply to General Practitioners employed by UNE Life. Even though prima facie they are covered by a modern award, they will be deemed as high income employees, evidenced by a guarantee of annual earnings required to be signed, in addition to the employment contract. Awards do not apply to a high income employees - see High income employees & a guarantee of annual earnings - Fair Work Ombudsman FAIR WORK ACT 2009 - SECT 330 Guarantee of annual earnings and annual rate of guarantee (austlii.edu.au).</p> <p>UNE Life Pty Ltd will seek the approval of UNE if negotiations to engage any of the current licensee doctors increase costs or create regulatory or industrial obligations.</p> <p>Investigations with AGPAL regarding continued practice accreditation of the UNE Medical Centre confirm the practice accreditation will not be affected by the change in employment arrangements for General Practitioners.</p>	UNE/UNE Life

Operational Risk	Risk of malpractice. Practice is sued for not meeting its duty of care to patients or breaching privacy laws.	Low	There is a risk that a GP will deliver a flawed service to a patient/group of patients and the practice may be sued for compensation for malpractice.	<p>UNE Life Pty Ltd has arranged through UNE appropriate and adequate medical indemnity insurance and provided evidence of cover to UNE.</p> <p>The employment contracts of the General Practitioners engaged by UNE Life require proof that the individuals hold the appropriate registrations and insurances.</p>	UNE / UNE Life
Operational Risk	Risk that GP Position Descriptions that include the provision of professional development/teaching/coaching/mentoring roles at UNE School of Rural Medicine could be seen as evading the UNE Enterprise Bargaining Agreement requirement.	Medium	There is a risk that employing GPs on Commonwealth Law Contracts that include professional development/teaching/coaching/mentoring roles at UNE School of Rural Medicine, rather than on the basis that they will have the opportunity to be appointed as adjuncts who might then teach into these programs within the limits of adjunct contributions to teaching could be seen as evading the UNE Enterprise Bargaining Agreement requirements i.e. UNE seen as not remunerating GPs for completing regular and systemic work for the school (as opposed to the ad hoc permissible use of adjuncts).	UNE Life intends to partner with the School of Rural Medicine to allow for professional development of GPs and offer GPs the ability to mentor, as well volunteer one day per week within teaching semesters. Dean & Professor - Faculty of Medicine and Health Dr Jennifer Williams has stated it is normal practice for GPs to undertake such a role within their place of employment and the School of Rural Medicine.	UNE/UNE Life
Financial Risk	Shortfall of income to cover GP/admin/nursing salaries and other overheads	Medium	The tertiary industry is going through a difficult period with many institutions, including UNE, restructuring their workforce. The success of the practice relies on UNE's support and it can never be assumed that this support will always be provided.	<p>UNE Life to provide management and board members that are engaged, proactive and drive the success of the practice. Establishment of a UNE Life Board Committee known as the 'UNE Life Healthcare Advisory Committee' to be undertaken. The proposed committee will include our collaborative partners (PHN and LHD) and local healthcare representatives.</p> <p>Proposal that UNE agree to indemnify UNE Life Pty Ltd for a period of 3 years for any net shortfall in income from daily operations (noting that UNE Life Pty Ltd is required to monitor costs and alert UNE to any potential shortfalls as soon as possible).</p>	UNE/UNE Life

IT Related Risk Register

Risk Category	Risk Description	Current Risk Rating	Comments	Mitigants	Risk owner
Data Breach	Unauthorized access to patient data	High	Data security is essential; regular training	1. Implement strong encryption and access controls.	UNE
			Patients' privacy must be protected.	2. Regularly update and patch all systems.	UNE
			Regulatory fines for breaches can be costly.	3. Conduct staff training on data security.	UNE/ UNE Life
Software Vulnerabilities	Outdated or unpatched software	Medium	Regular software updates are essential.	1. Implement a software update and patch management process.	UNE
			May lead to security vulnerabilities.	2. Monitor for software vulnerabilities regularly.	UNE / UNE Life
			Critical systems may become unstable.	3. Maintain a backup and recovery plan	UNE
Hardware Failure	Failure of critical hardware components	Medium	May disrupt daily operations.	1. Implement redundancy for critical hardware.	UNE Life
			Risk of data loss due to hardware failures.	2. Regular hardware maintenance and monitoring.	UNE
			Downtime can impact patient care.	3. Cloud-based backup for essential data.	UNE Life

System Downtime	Critical systems failure or prolonged outage	Medium		Implement redundancy, backup, and disaster	UNE / UNE Life
Phishing Attacks	Staff falling for phishing scams	Medium	Staff awareness is crucial.	1. Provide cybersecurity training for staff.	UNE / UNE Life
			May lead to unauthorized access.	2. Implement email filtering and anti-phishing solutions.	UNE
			Risk of malware infection.	3. Regularly test and update phishing awareness programs.	UNE
Data Loss	Unintentional data deletion or corruption	Low	Regular data backups are essential.	1. Implement automated data backup solutions.	UNE
			May lead to loss of patient records.	2. Store backups in an off-site, secure location.	UNE Life
Network Security	Weak Network Security	High	Vulnerable to hacking and data breaches.	Regularly update and monitor firewalls and intrusion detection systems.	UNE
Compliance	Failure to meet regulatory requirements	Medium	Regular audits and reviews	Keep updated with regulations, conduct regular reviews	UNE / UNE Life
Privacy	Privacy Violations	Medium	Mishandling patient information can lead to legal issues.	Implement strict privacy policies and conduct privacy audits.	UNE Life
Staff Training	Inadequate IT Training	Medium	Staff may not use IT systems effectively.	Develop a comprehensive training program for staff.	UNE Life
Vendor Reliability	Dependence on Third-Party Vendors	Medium	Vendor service disruptions can affect operations.	Assess vendor reliability and have contingency plans.	UNE Life

